

APPENDIX A – 2012 CITY POLICIES, PROGRAMS, AND SERVICES: MEMO AND RESULTS

Department	Trainings	Services Provided	Policies and Procedures	Interactions with Persons w/ Disabilities	Needs to Improve ADA services
Engineering Designated ADA Compliance person: Dave Heyward, City Engineer	Each staff member (6) has received ADA training within the last 5 years. In the past five years, at least one employee went to an ADA in every year except 2008.	Communications, Construction and repairs, Sidewalk Program, New subdivisions and Site Plans, Traffic Control Devices, Administrative, Meetings, Budgets, Legislative, Purchasing, Street lighting, Planning, Permits, Records, Reports, and Locating	Job descriptions have not been reviewed in the last 18 months, due to no new hires No pertinent policies for dealing with interactions with individuals with disabilities	Department takes ADA complaints seriously. Listed two recent interactions with persons with disabilities, and they assisted the complaints and came to a solution for persons with disabilities.	Believes the department handles accommodations and situations with the ADA very well. Recommendations: Continue to receive training. The department is providing adequate attention to persons with disabilities.
Planning Designated ADA Compliance person: Jeff Bergman, Department Head	None	(1) Reviewing, processing, and approving applications related to the development of private property; (2) facilitating formal and informal meetings and events at which community land use issues and development applications are discussed; (3) developing policy documents and regulations related to the land use and development of private property in the community; and (4) communicating development policies, regulations, and	Meeting Agendas and Notices: all meeting agendas and notices indicate that the meeting locations are wheelchair accessible and that individuals wishing to attend and in need of other accommodations should contact the Planning Department. No policy on Employment Practices, Work Areas, Etc.	In 2008 the Planning Department facilitated a meeting of the Bartholomew County Board of Zoning Appeals involving a development application of interest to Clients of a therapeutic horse riding business. Many of these clients rely on wheelchairs or Walking aids. The Planning Department worked with the business operator to identify a local facility that could best accommodate the parking, building entry, and meeting participation needs Of a large group of their clients. While the Board's typical meeting facility is	A clear source of as-needed information and support would be beneficial. Recommendations: Attend a training conducted by The Human Rights Commission/ ADA Coordinator/ Personnel Director

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		procedures to the public.		ADA compliant, a more suitable location was mutually identified and the meeting was relocated.	
Clerk-Treasurer	None	Receipt of money from public; provide copies of city Agenda, Ordinances, Resolutions and many other city documents; receipt of bids, proposals and quotes for city projects...	None	None	None
Designated ADA Compliance person: Marcia Covert			No policy on Employment Practices, Work Areas, Etc.		Recommendations: Attend a training by the Human Rights Commission
City Attorney	Kelly Benjamin attended. June 14, 2012. "State and Local Government Law". Put on by National Business Institute. Some ADA issues covered under "Labor and Employment Law Current Issues and Answers."	Legal Services for City and different City Boards/Commissions. Interact with other attorneys and community members regarding legal issues and/or Board/Commission concerns.	None	Have not yet had to accommodate a public member with a disability in my office.	Not at the moment
ADA Compliance person: Kelly Benjamin, City Attorney			No policy on Employment Practices, Work		Recommendations: Make sure she has adequate resources regarding the ADA in case she receives questions regarding the ADA

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<p>Police</p> <p>ADA Compliance Person:</p> <p>Todd Harry,</p> <p>Deputy Chief of Police</p>	<p>After discussing these questions with our Training Sergeant, neither of us can positively identify officers or specific dates that any of us have attended any training on this topic. We keep coming back to the idea of thinking we have had some ADA training, but no one can provide us specific topics, locations or dates. A department wide email was distributed and no one was able to identify specific training.</p>	<p>We respond to approximately 50,000 calls for service a year ranging from helping the elderly change light bulbs to investigating homicides. It would be a difficult task to identify every public service we provide.</p>	<p>The CPD does not currently have a specific policy on dealing with individuals with disabilities. However, as part of the CALEA process, we are establishing a General Order for dealing with individuals with disabilities that will be in effect in the next year or so.</p> <p>On June 28, 2012, I met with Frances Jordan of the City's Human Rights Commission to assess the CPD. If I recall correctly, she did not have any issues with how the PD was set up. We have also re-done all job descriptions (civilian and sworn) in the last nine months.</p>	<p>None</p>	<p>None</p> <p>Recommendations:</p> <p>Recommend a few trainings for different officers OR administration to address issues with persons with the disabilities</p>
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Human Rights ADA Compliance Person: Lorraine Smith, Director	Have received a number of ADA Trainings over the years, including a Training this year provided by the Indiana Civil Rights Commission. The Commission also conducts ADA trainings, as recently as September 2012.	Provide a complaint process for Columbus residents under the local ordinance. Also provides technical assistances in the filing of EEOC, FMLA, ICRC, and local complaint processes within the school district and police/sheriff departments. Provides Accommodating Disabilities updates through our distribution lists, The convener of the Mayor's Council on Disability and Accessibility.	There is not a specific policy, by the Human Rights Ordinance drives the Commission to provide accommodations.	The Commission provides accommodations for all meetings, events, interview and trainings. There have been persons with disabilities who have come into the office to file a complaint, and the commission accommodates them as necessary.	Provides accommodations and services based on the needs of persons with disability.
					Recommendations: The Commission and/or the Personnel department needs to conduct a training for departments who are lacking training regarding the ADA
Animal Control ADA Compliance Person: Kevin Konetzka, Department Head	No specific training besides the training an employee receives at the beginning based on the City Policy	24 Hour a day animal control services; operation of the Animal Shelter, Shelter services during hours of operation; Investigation of Complaints regarding animals;	There are no specific policies; the job descriptions and employment practices were reviewed by the HR consultant	Animal Control regularly provides a work site for several area agencies that work with disabilities. We provide those qualified individuals, with supervision, a location to work on job skills. Accommodations have been generally a review with the clients caseworker, discussion of expectations and limitations, more specific instructions concerning tasks. Routinely, we have	On rare occasions we have interacted with individuals with hearing disabilities, in those cases when in person, we have written information down for each other. If by telephone we have used the TTY system. Because of these encounters, Animal requests training in sign language

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				self-guided tours from various agencies with clients who have disabilities. No specific accommodations have been necessary. To our knowledge the public areas meet those requirements needed for persons with disabilities.	Recommendations: Receive training, especially on accommodations
City Garage ADA Compliance Person: Brian Burton, Department Head	No Training Received	All services that deal with Toters, barricades and cones for events, trash, traffic signs, high weeds, high water standing, alleys, parts/equipment vendors	Verbal Policy regarding access to the office, since it is on the second floor. (There is a write-up regarding this policy in the evaluation); work with any applicant or employee and discuss the physical requirements of each position prior to hiring. We do not limit anyone due to the disability of the applicant or employee		To be made aware of the items that will make them provide a better service; City Garage indicated they will make corrections based on the ADA Transition Plan recommendations Recommendations: Receive training regarding ADA and accommodations
Parks and Recreations ADA Compliance Person:	ADA Webinar was attended by Kathy McPeck, Tim Coomer, Jamie Brinegar, Jim Lemke, and Ben Wagner		"The Parks and Recreation Department intends that all meetings, programs, and facilities be accessible to all members of the community, including those with special needs. If anyone requires special accommodations to	The Parks and Recreation Department deals with a lot of persons with disabilities at their parks, and programs, and provide a number of accessible seating, picnic tables,	Increase the number of programs offered for individuals with disabilities.

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Casey Ritz, Operations Manager			attend or participate in a department activity, he or she may call the administrative office at least 48 hours prior to the special need. ; an equal opportunity employer	ramps, and signage to accommodate persons with disabilities. The department also has a "special swim" program specifically for persons with disabilities.	Recommendations: Fully evaluate what programs could be added for persons with disabilities and try to implement one or two over the next year or so
Fire Department					
Transit					
Airport					
Community Development ADA Compliance Person: Chris Schilling,	None	Improve Neighborhoods, Assist in affordable housing, Build community, provide financial and technical help to a neighborhood or to a not-for- profit serving the disadvantaged,	Offers translation and interpretation services and reasonable accommodation for those with disabilities who wish to participate in public hearings; Yes, It does not limit, segregate, or classify the job	Two recent occurrences involved a blind gentleman, and a man utilizing a wheelchair. Both gentleman needed assistance with applications and they were assisted appropriately, and there	Ensures all events and meetings are ADA accessible. The department has a number of written policies that outline their cooperation with disabled persons.

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Communications and Program Coordinator		Administer block grants, and improvement programs, coordinate media relations, and organize city festivals, parades, events, and Banner Program and City Garden Project	applicants in ways that adversely affect their opportunities because of a disability.	were issues or problems with the service.	<p>Recommendations:</p> <p>Staff needs ADA training</p>
Redevelopment ADA Compliance Person: Heather Pop	None	Improve and promote community, encourage economic development, promote job growth, Manage riverfront liquor licenses, grants and programs manage the operation of the City's two downtown parking garages	<p>Have a statement accommodating persons with disabilities with all of their media released</p> <p>Yes;</p>	The department interacted with a mute person, and were able to accommodate and assist the gentleman	<p>Ensures all events and meetings are ADA accessible. The department has a number of written policies that outline their cooperation with disabled persons.</p> <p>Recommendations:</p> <p>Staff could use ADA training or materials for the public</p>
Housing Authority					